

DEPARTMENT HEADS AND DIVISION CHIEFS
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PROMOTIONAL / EMPLOYMENT OPPORTUNITY

Vacancy No: 21-216-2

Title of Position: Communications Specialist/Dispatcher
Vacancies exist in the Police Department's Administrative Services Division, Communications Unit

Salary Range: \$20.85- \$26.40 per hour/37.5 hours per week

Date Posted: August 4, 2021

Deadline for Applying: August 18, 2021

Remarks: This is a Classified/Bargaining Unit Position.
Examination Weight: 60% Written 40% Oral

Statement of Duties: Under the general supervision of the Administrative Services Division, Duties include Receiving emergency and non-emergency service calls from the public requesting law enforcement or other emergency services and determining nature, location, and priority of emergency; Maintaining contact with all officers on assignment using a two-way radio; tracking status and location of officers and other civilian employees; providing timely and accurate directions to officers responding to emergency calls; Monitoring, receiving, disseminating and transmitting information for the Police department via a computer, teletype machine, email, fax, phone , or other available acceptable methods; Using telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement, emergency medical and fire agencies; Coordinating tow trucks and operating TDD as needed; Answering non-emergency calls for assistance, taking reports via email and forwarding to appropriate officer and/or division, answering and dispatching maintenance service emergencies during evenings, weekends and holidays; Communicating with walk-in complainants and providing general information or referrals; Observing and monitoring incarcerated persons by use of video monitors; Entering updating and retrieving information from the National Crime Information Center and Rhode Island Law Enforcement Telecommunications System (NCIC/RILETS) and other criminal information systems relating to wanted persons, warrants, stolen property, vehicle registration, stolen vehicles and other information; Maintaining written records on a variety of log forms and time cards, processing shift reports including all dispatch activities, distributing records and reports to sworn police personnel; Adhering to safe work practices and procedures; Responding to public inquiries in a courteous manner, providing information within the area of assignment and resolving complaints efficiently and timely; and performing related work as required.

Education & Experience: Applicants must be a high school graduate or possess a general education degree (GED) supplemented with two years of experience in position responsible for customer service and the operation of common office software such as Microsoft Office. Applicants will also be required to pass a typing test verifying a minimum competency level of twenty-five (25) words per minute, or any equivalent combination of education and experience.

SPECIAL NOTE: Applicants will be subject to an extensive criminal background check prior to employment. Negative findings may prevent applicant from being considered.

The City of Warwick offers a robust menu of employer provided benefits to include individual and family health and dental insurance; paid time off to include holidays, vacation, personal time and sick leave; pension, life insurance, and optional, supplemental retirement plans.

THE CITY OF WARWICK IS AN EQUAL OPPORTUNITY EMPLOYER

<https://www.warwickri.gov/personnel-department/webforms/submit-application-or-resume>